DMB PRINTING SERVICES

RAPID COPY CUSTOMER CUIDE



ABOUT THE GUIDE

This guide was created as an informational tool regarding Rapid Copy Services available for all State of Michigan agencies.

After researching other state, industry, and university web sites, DMB Printing Services has compiled what we believe to be a thorough outline of our available services and locations. We hope you find this guide beneficial for all of your copying needs.

Our prices and services occasionally change. We will strive to keep this manual and our website updated on a regular basis.

We would appreciate your cooperation in passing along this information to other office staff and divisions. If you have any suggestions or comments concerning this guide or our website information, please call (517) 322-1889.

WHY CHOOSE RAPID COPY?

Though office copiers and laser printers play a major role in your copying needs, Rapid Copy is designed to provide you with faster turnaround and more options than those available with office copiers and laser printers and at a lower cost to your agency.

Recent studies have shown the average cost per copy for convenience copiers and laser printers ranges from \$0.07 to \$0.10 depending on the amount of print coverage, the paper cost and the wage of the operator.

Utilizing the services within Rapid Copy allows you more time to perform your regular tasks, while offering a more cost-effective print option for your agency.

WELCOME TO RAPID COPY

INTRODUCTION

Rapid Copy utilizes the latest technology to meet state agency print and copying needs at the most competitive prices.

There are 3 convenient copy center locations to provide you and your agency "One-Stop" copying services. You can choose from a wide variety of paper stocks and binding options to customize your documents.

In addition to the 3 copy center locations, Rapid Copy has 11 convenient pick-up and drop-off locations. See page 8 for these locations.

Utilize our web submission! From your desk to ours in a matter of seconds! Check out our secure intranet site at w3.Michigan.gov/rapidcopy for job submission.

Rapid Copy has the capability to output your electronic files. Files created in Microsoft Word, Excel, Powerpoint and Acrobat PDFs.

The helpful staff at Rapid Copy will make every effort to provide our agency customers the highest quality services.

SURVEYS

Printing Services conducts periodic customer surveys. These surveys provide valuable feedback from our customers concerning the quality of services we offer. We appreciate your input when these surveys are distributed.

WEB ADDRESS

http://www.michigan.gov/dmb/0,1607,7-150-9141_13129-30888--,00.html

TABLE OF CONTENTS

	PAGE
Key Contacts	6
Copy Center Locations	7
Copy Pricing	9
Forms and Processing	10
Rapid Copy Services	14
Web Submission	21
Color Copying	24
Paper Options	26
Tabs	30
Finishing Options	32
Set Labeling	41
Partners	42

KEY CONTACTS

DMB Printing Services Phone (517) 322-1889 Fax (517) 322-5968

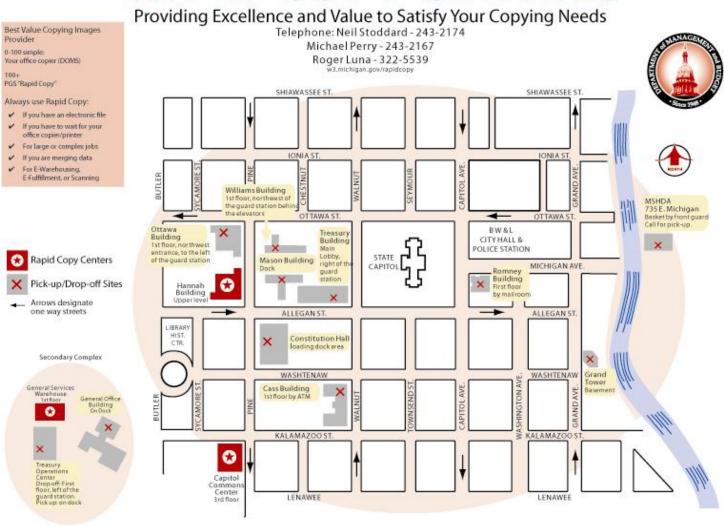
Michael Perry, CCC Copy Center Supervisor	243-2167
Neil Stoddard, Hannah Copy Center Supervisor	243-2174
Roger Luna, Copy Center Manager & Print and Graphic Services Production Manager	322-5539
Kristen BeVier, Graphic Services Manager	322-5488
Luke Bourne, Production Supervisor	322-1161
Jim Olger, Printing Consultant	322-5889
Mark Miller, Printing Consultant	322-6455
Vern Thelen, Manager Printing Services	322-6764

COPY CENTER LOCATIONS AND STAFF

Capitol Commons Center (CCC)	Copy Center
Michael Perry, Copy Center Supervisor	373-8541 or
	Cell: 243-2167
Shay Cooper	335-5180
Todd Martin	
Bill Minich	335-5180
Hannah Copy Cente	r
Neil Stoddard, Copy Center Supervisor	373-7833 or
	Cell: 243-2167
Carl Alber	335-1645
Joe Gloss	335-1645
Norma Hall	335-1645
Steve Hodgman	335-1645
	_
General Services Building Co	py Center
Roger Luna, Copy Center Manager	
Ron Batten, Web Submission	322-6561
Arnie Castillo	322-6561
Dan Daly	322-6561
Tina Luna	

RAPID COPY PICK-UP & DROP-OFF LOCATIONS

RAPID COPY CENTERS



PRICE LIST

Rev date — October 1 2006 (All prices subject to change)

Rapid Copy 8-1/2 x 11 & 8-1/2 x 14 \$0.054 cost per image

11 x 17 \$0.108 cost per image

Paper and bindery work are additional. Bindery options include collating, stapling, punching, thermal binding, and folding.

Rapid Copy Forms and Processing

COPY ORDER FORMS USAGE

Rapid Copy Order forms are available at no charge at any Copy Center location or by calling (517) 322-1889.

RAPID COPY

Use Form DMB-551, Rapid Copy Order

- 1 2500 copies
- Any number of originals
- Paper Sizes: 8-½ x 11; 8-½ x 14; 11 x 17
- Services:
 - o Bindery:
 - Collating
 - Stapling
 - Punching
 - Cutting
 - Folding
 - Xerox Binding GBC Binding Fastback Binding
 - Saddle Stitching.

Additional Services

- Special Paper stocks
- Color Copying
- Page Numbering
- Tab Printing and insertion
- Preprinted Stock insertion
- Set Labeling
- Document Scanning.

Utilize Our On-line Web Submission

From your internet browser, go to: w3.Michigan.gov/rapidcopy

ORDER PROCESSING

Meeting your deadline

 We handle jobs on a first-come, first-serve basis. Meeting your deadline may require relocation of the order to another center.

Relocation of orders

- We frequently move rush and priority orders to other copy center locations. This insures customer satisfaction and helps us to meet your critical deadlines.
- Options not available at copy center locations will be processed at our central print shop. Some examples include perfect binding, plastic wrapping, large format digital printing and large format laminating.

Cost estimates

There are three options to obtain a cost estimates

- Your copy center operator can provide routine rapid copy order cost estimates.
- o Phone DMB Print and Mail Consulting Services at (517) 322-1889.
- o Email DMB-EstimateRequest@michigan.gov

ORDER PROCESSING HINTS

Due dates

Please allow for print time in your project planning. Most rapid copy orders will be completed in 1 to 2 work days, depending on the size of the order, due dates and other customer obligations at the center. We are generally able to respond to "emergency orders". Please contact a Rapid Copy supervisor to discuss a rush order and determine if we can meet your timeframes.

Completing a Rapid Copy form

- o Fill out order completely to avoid callbacks or errors.
- Please provide a date and time in the due date box. Do not put "ASAP" in the due date box. "ASAP" orders are processed upon completion of orders that have this information noted on the order.

ID Mail

If you would like your order returned through the State of Michigan's ID Mail service, please allow 3 work days from completion to arrival at your department mailroom.

Paper stocks

Paper stocks with a smooth finish is best suited for printing on our xerographic process. Please allow adequate time for special paper stock to be ordered and the shipment of paper stock back to the copy center for printing.

Communication

Your copy center operator will assist you in determining the easiest, fastest and most cost-effective way to process your order.

Rush orders

If you are aware of an upcoming order required by a certain date or time, informing your center operator ahead of time will help the operator schedule your pending order.

Job set-up:

- Requesting 2-sided printing with 1-sided originals.
 Place a blank sheet behind desired 1-sided pages.
- Tabs
 Tab templates are available at all copy centers.

RAPID COPY SERVICES

RAPID COPY SERVICES

Rapid Copy offers a variety of services that allow you to customize your documents.

COPYING

- High Speed Black & White Copying
- Color Copying
- Page Numbering
- Tab Printing and insertion
- Special Paper stocks
- Preprinted Stock insertion
- Set Labeling

BINDERY

- Collating
- Stapling
- Punching
- Folding 11x17 max sheet
- Xerox Binding Tape Binding 125 sheets max.
- GBC Binding Plastic Comb bind
- Fastback Binding Tape Bind 300 sheets max.
- Saddle Stitching 10 sheets max.
- Cutting

ADDITIONAL SERVICES

Over 2500 copies

 In some urgent situations, we will print over 2500 copies of your documents.

Finishing - Binding

Wrapping, perforating and specialty folding are functions only available at the central print shop at the Secondary Complex. Orders requesting these services will be forwarded to this location. All copy centers can accept these jobs and will arrange to have them completed.

RAPID COPY SERVICES con't

NETWORKING AND YOUR ELECTRONIC FILES

Rapid Copy is now able to accept and print certain electronic file formats. If you have any questions concerning the submission of electronic files, please contact a Rapid Copy Supervisor.

Accepted printing format types

- Microsoft Word (.doc)
- Microsoft Excel (.xls)
- Acrobat PDF (.pdf)
- PostScript (.ps)
- Microsoft Access (.mdb)

If you have a document in any of the above formats, Rapid Copy will attempt to print the document. In certain instances the installation of print drivers may be required. For further information, please contact a Rapid Copy Supervisor.

Other File Formats

If you are using formats other than those listed above, please contact Kristen BeVier at (517) 322-5488 for assistance.

SCANNING

Rapid Copy can scan your hard-copy documents to a TIF or PDF format and return them to you via E-mail.

RAPID COPY

Use form DMB 551, Rapid Copy Order. Available at any copy center location or by calling (517) 322-1889.

Printing: Black and White Copying

Color Copying

Copies: 1- 2500 copies of any number of originals

Bindery: Collating, stapling, punching, cutting, folding, xerox binding, GBC

binding, saddlestitching, fastback binding, preprinted stock insertion.

Paper: 8-1/2 x 11; 8-1/2 x 14; 11 x 17. Any weight or color.

Additional Services: Page numbering, tab printing and insertion,

transparency printing, document scanning and set labeling.

Black and White Copying

Cost: 8-1/2 x 11 and 8-1/2 x 14 sizes

Copy Charge: \$0.054 per copy (per side)

Cost: 11 x 17 size

Copy Charge: \$0.108 per copy (per side)

PREPARING A RAPID COPY ORDER

- Follow instructions on the following page.
- Fill out orders completely to avoid callbacks.
- Be sure to include all MAIN accounting information.
- Please use "dates and times" in due date box. No ASAP please.
- Retain pink or back copy for your records.
- Bring or ID Mail to a Copy Center or Rapid Copy drop off/pick up locations.
- HINT Please allow adequate time for ID mailings to arrive to and from the center.

Originals

All originals should be same size - no staples or post it notes, envelopes etc.

Tabs

Tab templates are available at all copy centers.

Page Numbering

Indicate the following:

- Indicate the number location.
- The page you wish to start the numbering with.
- The number you wish to start with.

Note: once the numbering process begins, every page will be numbered.

DMB-551 Rapid Copy Order

Instructions for Completing a DMB-551 Rapid Copy Order Form

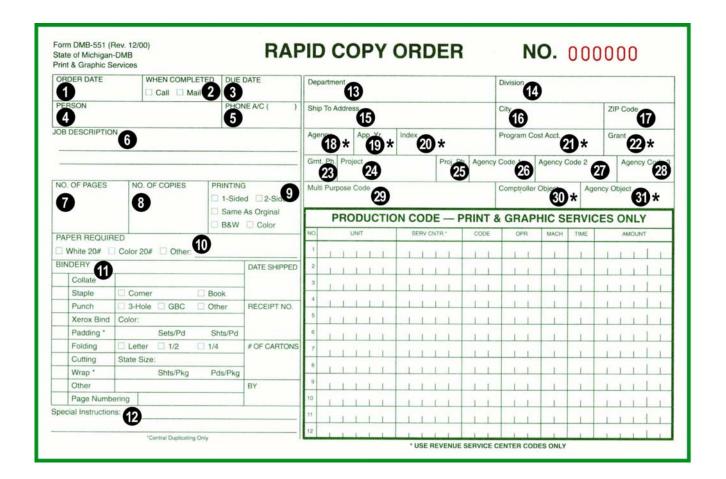
- 1) Order Date. Fill in date order placed.
- 2) When Completed. Do you want to be contacted by telephone to pick-up your completed job or have it mailed to you?
- 3) **Due Date.** Date you require the work be completed. (No ASAP Please)
- 4) **Person.** Your name or another contact person.
- 5) **Phone.** Your phone number (or contact person's phone number). Please include area code if outside the state centrex system and extension number (if available).
- 6) **Job Description.** The name of the document or form number.
- 7) No. of pages. Enter the TOTAL number of originals (not sheets) to be duplicated.
- 8) **No. of Copies.** The total quantity requested. 2,500 copies is the recommended maximum.
- 9) **Printing.** Indicate how you would like your order printed by checking the appropriate box.
- 10) **Paper Required.** Indicate any specifications if other than 20# white. Specifications include size, weight, color, and if recycled.
- 11) Bindery. Indicate all necessary information.
 - Staple? Where?
 - Punch? How many holes?
 - Fold? Where?
 - Padding? How many sheets per page?
 - Cutting? Indicate finished size.
- 12) **Special Instructions.** This area is for any important information necessary to complete the job accurately.
- 13) **Department.** Enter the department you work for.
- 14) **Division.** Enter the division you work for.
- 15) **Ship to:** Address. A complete mailing address is necessary. Fill in building name, floor, etc.
- 16) Ship to: City
- 17) Ship to: Zip Code.

The following numbers (18 – 31) reflect **accounting information required by MAIN.** Each department has their unique areas required to be completed. Check with your department coordinator for your required areas and the correct information.

- 18) * Agency. This 3 digit number MUST be entered.
- 19) *Appropriation Year. This is a 2 digit number and MUST be filled in.
- 20) *Index
- 21) *Program Cost Account.
- 22) **Grant.** This is a 6 digit number.
- 23) Grant Phase. This is a 2 digit number.
- 24) **Project.** This is a 6 digit number.
- 25) Project Phase. This is a 2 digit number.
- 26) Agency Code 1. A 4 digit number.
- 27) Agency Code 2. A 4 digit numbers.
- 28) Agency Code 3. This is a 6 digit number.
- 29) Multi Purpose Code. This can have 1–10 digits.
- 30) *31). **Comptroller Object and Agency Object.** Only ONE of these 4 digit numbers must be filled in.

*The areas with an asterisk MUST BE COMPLETED.

Please keep the green copy for your records.



WEB SUBMISSION

UTILIZING WEB SUBMISSION

Follow these simple instructions:

- 1. Go to w3.Michigan.gov/rapidcopy (save as a favorite!)
- 2. Leave "New Customer" selected and click "GO".
- Your order form will open. Red asterisk fields are required fields.Complete in this order:
 - a. Start with the date your order is due. (This field is easy to forget, especially when you are a returning customer, but crucial for us.)
 - b. Complete the fields all the way to "Job Information". *This information will default for future orders.*
 - c. Enter a title for your job.
 - d. Number of copies.
 - e. Number of physical pages in the document.
 - f. Select the paper weight and color. (The field automatically defaults to 20# white.)
 - g. Select the cover weight and color. (If no cover stock required, leave these fields with the default.)
 - h. One-sided (simplex) or two-sided (duplex) black & white or color. Check all that apply.
 - i. Bindery selections respond only to those options that apply.
 - j. Additional Order Information. You have up to 1000 characters. This field can be used for any instructions about the job you want the order reception person to know.
 - If you would like to submit a hard copy original and use the web submission tool, simply put your instructions in this field, print a copy of the web order (when completed) and attach it to the original.

- k. Print file #1 and #2. At this time, we can accept only two electronic files in the web submission.
 - Don't panic when you see the names of your uploaded files change. File names are automatically changed to a systemgenerated number. The file(s) themselves will not change – just the file name.
- I. Click on "Process Order". Your order will appear on your screen with your customer and order numbers. Please print a copy and retain.
 - If using the web tool for a hard copy original, place a copy with the original.

COLOR COPYING

COLOR COPYING

Color copying is an effective way to add emphasis and brilliance to your documents.

Copies: 1- 1000 copies of any number of originals **Bindery:** Collating, stapling, punching, cutting, folding, thermal binding, GBC binding, saddlestitching, fastback tape binding, custom page insertion.

Paper Sizes: 8 ½ x 11; 8 ½ x 14; 11 x 17

- Use Rapid Copy Order Form, DMB-551
- 1 1000 copies
- Any number of originals
- Paper Sizes: 8 ½ x 11 8 ½ x 14 11 x 17
- Color Transparencies: 8 ½ x 11 only

Tip: White Paper is recommended for color copying. Any paper color other than white will change the color tone of your copies.

Paper Stocks and Options

COMMONLY REQUESTED PAPER STOCKS

Readily available at all center locations

8 ½ x 11 20# Colors	8 ½ x14 11 x 17 20#	8 ½ x 11 65# and 110# cover stock
White	White	White
Blue		Blue
Yellow		Yellow
Pink		Green
Green		Buff
Goldenrod		Goldenrod
Salmon		Pink
Buff		Gray
Tan		Ivory
Ivory		Cherry
Gray		Tan
Lavender		Lavender
Cherry		Salmon

All the above papers are smooth finish stocks.

OTHER PAPER OPTIONS

Tab Stock (5 Position). Sold in sets of 5 only

White Plain Blue Plain White Mylar

Perforated Stock

White - 8 ½ x 11

Transparencies

Clear 8 ½ x 11

Other special stocks are available upon request. Paper swatch books are available at the Copy Centers. Please allow adequate time for stock order and delivery processing. You can also view common paper swatches available at Printing Services at http://www.michigan.gov/dmb/0,1607,7-150-9141_24336---,00.html

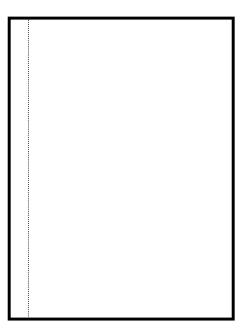
The following paper stocks are not well-suited for our xerographic process.

- Pre-printed laser paper
- Parchment
- Grooved paper, such as linens

PERFORATED PAPER

8 % x 11 perforated paper is used in documents where a removable form is desired. The micro perforation is located $\frac{1}{2}$ inch from the 11 inch edge.

Detached sheet size: 8 x 11

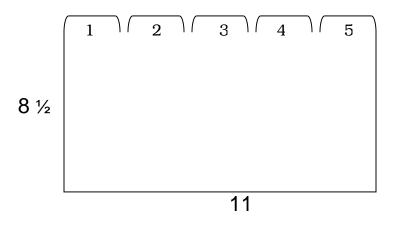


TABS

Tab Colors: White or Blue

Tab Types: Plain or White Mylar (Mylar is on tab area only)

Standard 5 position Tab view



- Tab templates are available at any Copy Center.
- Each tab position must be a unique original.

	` ,
TAB 1 Gabarit Plantilla	11/2
TAB 2 Gabarit Plantilla	31/2
TAB 3 Gabarit Plantilla	51/2
TAB 4 Gabarit Plantilla	7/2
TAB 5 Gabarit Plantilla	91/2.
	1

Tab Printing Template Set-Up:

These instructions are appropriate for any system/device (typewriter or PC) that will be used to generate the master templates.

A master template must be made for each tab position. The end product will be a set of templates, the number of templates will correspond to the number of desired tab positions. Use the following dimensions for best results:

The vertical position on the tab (measured from the top of the landscape edge for each master template) can vary in distance, depending on the font size used

For best image quality it is recommended to maintain a distance of 1/4" from the top of the landscape edge and the maximum text space per tab is 1 1/2". tab position 3 for template 3 is centered 5%" from the edge of your template sheet tab position 5 for template 5 is centered 9%" from the edge of your template sheet tab position 4 for template 4 is centered 7%" from the edge of your template sheet tab position 2 for template 2 is centered 3%" from the edge of your template sheet tab position 1 for template 1 is centered 1%" from the edge of your template sheet

Configuration Du Gabarit Pour L'Impression Sur Des Intercalaires:

Ces instructions s'appliquent à tous les systèmes ou dispositifs (machine à écrire ou ordinateur personnel) utilisés pour générer des gabarits.

Faites un gabarit principal pour chaque position d'onglet. Le produit final sera un jeu de gabarits dont le nombre correspondra au nombre de positions voulues.

Respectez les dimensions suivantes pour obtenir les meilleurs résultats:

La position verticale du gabarit (mesurée depuis le haut du bord horizontal de chaque gabarit) peut varier selon la taille des polices utilisées.

Pour obtenir la meilleure qualité d'image, il est recommandé de garder une distance de 1/4 de pouce à partir du haut du bord horizontal et l'espace de texte maximum par onglet doit être de 1 1/2 pouce. Centrez la position de l'onglet 1 pour le gabarit 1 à 1½ pouce à partir du bord de la feuille de gabarit Centrez la position de l'onglet 2 pour le gabarit 2 à 3½ pouce à partir du bord de la feuille de gabarit

Centrez la position de l'onglet 3 pour le gabarit 3 à 5% pouce à partir du bord de la feuille de gabarit Centrez la position de l'onglet 5 pour le gabarit 5 à 9½ pouce à partir du bord de la feuille de gabarit Centrez la position de l'onglet 4 pour le gabarit 4 à 7½ pouce à partir du bord de la feuille de gabarit

Programación Para La Impresión De Una Plantilla De Lengüeta:

Estas instrucciones son adecuadas para cualquier sistema/dispositivo (máquina de escribir o PC) que se use para generar plantillas maestras.

Para cada posición de lengüetas se debe hacer una plantilla. El producto final será un juego de plantillas, el número de plantillas corresponderá al número de posiciones de lengüeta que se desee tener.

Use las siguientes dimensiones para mejores resultados:

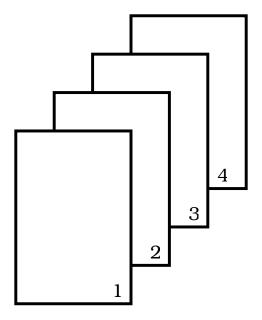
Para mejor calidad de imagen, se recomienda mantener una distancia de 1/4 de pulgada desde la parte superior del borde horizontal y el máximo espacio de texto por lengüeta es 1 1/2 pulgadas. La posición vertical en la lengüeta (medida desde la parte superior del borde horizontal de cada plantilla maestra) puede variar en distancia, dependiendo del tamaño de font utilizado

Posición de lengüeta 3 para la plantilla 3 es centrada 5½ pulg. del borde de su hoja de plantilla Posición de lengüeta 1 para la plantilla 1 es centrada 1½ pulg. del borde de su hoja de plantilla Posición de lengüeta 5 para la plantilla 5 es centrada 9½ pulg. del borde de su hoja de plantilla Posición de lengüeta 4 para la plantilla 4 es centrada 7½ pulg. del borde de su hoja de plantilla Posición de lengüeta 2 para la plantilla 2 es centrada 3½ pulg. del borde de su hoja de plantilla

FINISHING/ BINDING OPTIONS

COLLATING

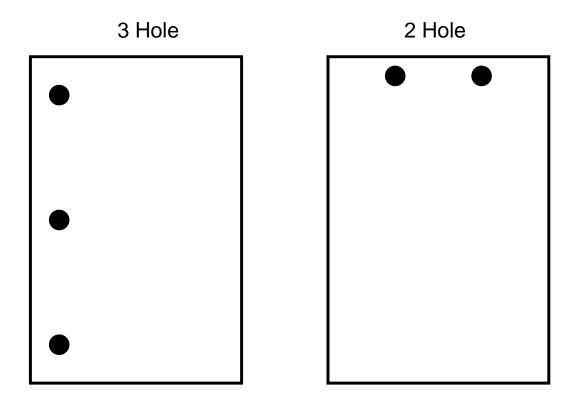
Assembling your documents in the correct order.



PUNCHING

Rapid Copy can punch your document in various locations.

Standard Punch Diameter is 5/16 inch



STAPLING

Rapid Copy can staple your document in various locations.

In-line

Corner Staple (1 staple) Book Staple (2 staples) Landscape (1 staple)

Off-line

Custom Locations. Please specify where staple should be located.

Corner	Book
I	I
	I
Landscape	3 Book

FOLDING

8 ½ x 11 1/2 Fold	8 ½ x 11 Letterfold
Finished size	Finished size
5 ½ x 8 ½	Approx. 3 5/8 x 8 1/2
8 ½ x 14 1/4 Fold	11 x 17 1/2 Fold
Finished Size	Finished Size 8 ½ x 11

3 ½ x 8 ½

SADDLESTITCHING

Copy Centers can fold and staple your documents in a booklet fashion.



Printed sheet size

8 ½ x 11 11 x 17 Finished size

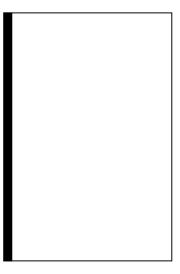
5 ½ x 8 ½ 8 ½ x 11

Sheets: Maximum 10 sheets with cover.

If your document has over 10 sheets, contact our full-service print shop at (517) 322-1889.

XEROX THERMAL BINDING

Xerox thermal bind is an in-line tape bind system that wraps around your document and is heat set to the paper.



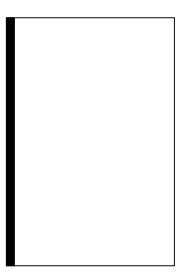
- **Sheets:** *Minimum 7 sheets* with covers or 15 sheets without. *Maximum 125 sheets* with covers.
- Available color: Black
- Special order colors: Blue, White, Red

TIP: Selecting a heavyweight stock for the front and back covers will enhance your document and increase its shelf life.

- Options for documents over the maximum 125 sheets:
 - Fastback binding.
 - GBC binding.
 - 3 Hole punching.

FASTBACK BINDING

Fastback Binding is similar to xerox thermal binding. It is an off-line tape bind system that wraps around your document and is heat set to the paper.

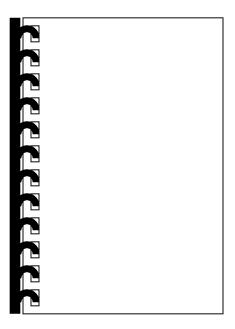


- Sheets: Minimum 25 sheets and maximum of 350 sheets.
- Available Colors: White or black
- Special Order Colors: Dark blue
- Sizes:
 - o Narrow 25 to 125 sheets
 - o Medium 125 to 250 sheets
 - Wide 250 to 350 sheets

TIP: Selecting a heavyweight stock for the front and back covers will enhance your document and increase its shelf life.

GBC BINDING

GBC Binding is an off-line plastic comb bind system that will allow your document to lay flat when opened.



◆ **Document Size:** Minimum of 3/16 thick and Maximum 2 inches thick

♦ Available Colors: Black

TIP: Selecting a heavyweight stock for the front and back covers will enhance your document and increase its shelf life.

SET LABELING

Definitions

"Set Label"

Set Label is a term created for the Xerox Printers. It is a process of merging variable data (Name, Address, any unique information) with a common template (Letter, form, questionnaire, post card).

"Label"

A label is a "Text Field" where the variable data is placed within. Each "Label" MUST be the exact same size and data within MUST be placed in the same exact location within the label. Information can be 2-up, 4-up, etc. within a label.

Example: One large "text field" can be formatted for multiple items such as postcards, 2-up or 4-up, and would be considered as "1 – Label".

"Stacking a Label"

A process in which you place each label (text field) – positioned adjacent to the label above with no spacing between.

Example: For a 2 inch label, Measure 1^{st} label down from top 2 inches – start the 2^{nd} label at 4 inches – 3^{rd} label at 6 inches – 4^{th} label at 8 inches.

"Agency Data Merge"

The process where you create your "template" in a software that is compatible with your data base. After your template in created, do the merge at your workstation. It would be processed as a regular print job only. No extra charge for addressing.

Pricing

Contact Printing Services for an estimate or further information at (517) 322-1889.

PARTNERS

Printing Services (formerly Print and Graphic Services)

State Secondary Complex 7461 Crowner Drive, Lansing (517) 322-1889

Full-service print facility

Job review service for potential postal savings
Estimates
Desktop Publishing
Graphic Design
Data Merge Publishing (client server printing)
Contracts
Envelopes and letterheads

Color copying
Poster printing

Building Signage

Printing Services (formerly Consolidated Print Center)

State Secondary Complex 7461 Crowner Drive, Lansing (517) 322-5193

Specializing in Mainframe and client-server variable data printing

Mailing & Delivery Services

State Secondary Complex 7461 Crowner Drive, Lansing (517) 322-1897